

Veron Chen (LKKAuto)

From: Rasul (LKKAuto)
Sent: Friday, 12 March 2021 11:58 AM
To: SUR; CS A Team
Subject: FW: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)
Attachments: SMR5408B Invoice.pdf; SMR5408B DV.PDF; SMR5408B LOA.pdf; SMR5408B LOD.PDF

From: Pauline Neo May Fong <paulineneo@italauto.com.sg>
Sent: Friday, 12 March 2021 11:57:46 AM (UTC+08:00) Kuala Lumpur, Singapore
To: Joel Goh <joel.goh@eqinsurance.com.sg>
Cc: Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Hi Joel,

Attached are for Mr Benedict Peng, SMR5408B Ferrari California T File 3rd Party Claim against SMM9992E.

1. INVOICE
2. DV
3. LOA
4. LOD

Please get back with the soonest reply for Finalization on COR and LOD.

Thanks and regards

Pauline Neo
Aftersales Administrator



Ital Auto Pte Ltd 30 Leng Kee Road Singapore 159100
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From: Joel Goh [mailto:joel.goh@eqinsurance.com.sg]
Sent: Thursday, 11 March 2021 2:11 PM
To: Valenzuela Crizbert Chua
Cc: Pauline Neo May Fong; Andrew Teo (Ital Auto); Admin-D (LKKAuto); Rasul (LKKAuto); SUR

Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Without Prejudice
Save As To Cost

Dear Crizbert

I refer to our earlier tele-conversation.

We would require discharge voucher to be signed only if settlement sum exceeds \$20,000.00 (which is likely for this case).

However our DV is only issued upon settlement of claim and as such we are unable to issue a DV now.

We do not need the original DV to be returned to us for processing as such you can forward our DV to your client for their completion and forward back via email upon settlement.

Announcement

In line with the Safe Re-opening measures, our operation remains "Business As Usual" – except most of us are on a Work-From-Home arrangement -read

Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Best Regards,
Joel Goh

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

www.eqinsurance.com.sg



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From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>

Sent: Thursday, 11 March 2021 2:03 PM

To: Joel Goh <joel.goh@eqinsurance.com.sg>

Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Hi Joel,

Do you require your own discharge voucher to be signed or we can use our own to get customer sign upon collection.

If you require your own please send it to me now because customer is collecting the car shortly. Thank you

Attached above is our own.

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

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From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

Sent: Monday, 8 March 2021 3:23 pm

To: Valenzuela Crizbert Chua

Cc: Pauline Neo May Fong; Andrew Teo (Ital Auto); Admin-D (LKKAuto); Rasul (LKKAuto); SUR

Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Without Prejudice

Save As To Cost

Dear Valenzuela

Kindly quantify your client's claim and submit your LOD to us for our review.
We will revert with our offer upon receiving the LOD and final survey report.

Announcement

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From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>

Sent: Friday, 5 March 2021 3:58 PM

To: Joel Goh <joel.goh@eqinsurance.com.sg>; SUR <sur@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Hi Joel,

Good afternoon, we target to complete the car next week.

Our customer is asking how much is the Loss of Use per day ?

Thank you

Crizbert Chua Valenzuela

Service Advisor



OFFICIAL FERRARI IMPORTER SINGAPORE

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From: Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]

Sent: Thursday, 18 February 2021 4:52 pm

To: Valenzuela Crizbert Chua; SUR; Rasul (LKKAuto)

Cc: Pauline Neo May Fong; Andrew Teo (Ital Auto); Admin-D (LKKAuto)

Subject: RE: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B (DM21HO00225-JG)

Without Prejudice

Save As To Cost

Dear Valenzuela

We welcome direct settlement.

Kindly forward your LOD to us directly.

Announcement

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Our Customer Care Counter will remain closed until further notice. Any onsite customer care service, including meetings in the EQI premises can only be

Best Regards,
Joel Goh

Senior Executive | Claims



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From: Valenzuela Crizbert Chua <crizbertchua@italauto.com.sg>
Sent: Thursday, 18 February 2021 3:24 PM
To: SUR <sur@lkkauto.com>; Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Pauline Neo May Fong <paulineneo@italauto.com.sg>; Andrew Teo (Ital Auto) <andrewteo@italauto.com.sg>;
Joel Goh <joel.goh@eqinsurance.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: 3RD PARTY CLAIM AGAINST EQ INSURANCE INSURED SMM9992E BY OUR CUSTOMER SMR5408B

Hi Claims Officer Incharge/Veron,

Kindly please refer to attached Rasul/Surveyor's approved Quotation. Please liaised with the respective officer from EQ Insurance and please let us know as soon as the liability

is cleared and if we can proceed with a Direct Settlement for the repair of the damages accidentally done by the EQ Insured SMM9992E when he reversed into our customer SMR5408B.

Please be informed that our customer will demand the LOSS OF USE to start from the day car was sent to Ital Auto which was since February 9, 2021 including Weekends and Holidays.

Note that the **owner of SMM9992E has already admitted liability** which can be referred from the Accident Report Rasul requested.

Should you need any more details or documents please let us know and we hope to get a response from you as soon as possible.

Thank you

Crizbert Chua Valenzuela
Service Advisor



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